



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

## NOTIFICATION OF STATEWIDE CONTRACT

Date: 06/29/12

**CONTRACT TITLE:** Small Hand and Power Tools and Accessories

**CURRENT CONTRACT PERIOD:** May 24, 2012 through September 19, 2013

**BUYER INFORMATION:** Liz Palazzolo  
573-751-4885  
liz.palazzolo@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	May 24, 2012 through September 19, 2013	September 20, 2015 through September 19, 2017

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.  
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

**THE USE OF THIS CONTRACT IS NOT MANDATORY.**

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's **Awarded Bid & Contract Document Search** located on the Internet at <http://www.oa.mo.gov/purch>.

*~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.*

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C112239001	3640702940A	Snap-On Industrial 2801 80 <sup>th</sup> Street Kensha, WI 53141-17410  Contact Person: Larry Jefferson Phone: 704-236-7254 E-mail: Lawrence.C.Jefferson@snapon.com	No	Yes
C112239002	06073233400	Hilti, Inc. 5400 S. 122 <sup>nd</sup> E. Avenue Tulsa, OK 74146-6007	No	Yes

<b>CONTRACT NUMBER</b>	<b>VENDOR NUMBER</b>	<b>VENDOR INFORMATION</b>	<b>MBE/ WBE</b>	<b>COOP PROCURE -MENT</b>
		Contact Person: Bruce Mitchell Phone: 918-872-3240 E-mail: bruce.mitchell@hilti.com		

## STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
May 24, 2012 through September 19, 2013	06/29/12	Initial issuance of new statewide contracts.

### **Purpose and Use of Contracts C112239001 and C112239002:**

Contract C112239001 is with Snap-On Industrial and contract C112239002 is with Hilti, Inc. for small hand and power tools and accessories. Missouri is participating in the National Association of State Purchasing Officials (NASPO) contract which offers Missouri state agencies and cooperative procurement entities deeper discount off MSRP list pricing.

The contracts are non-mandatory. Agencies are encouraged to use the contracts but also have the ability to use local purchase authority to purchase small hand and power tools and accessories from other sources so long as the provisions of the Local Purchasing Authority Delegation are followed. The Delegation can be viewed and downloaded from the internet at this site: <http://oa.mo.gov/purch/agencyinfo/deptpad.pdf>.

### **ORDERING:**

**First Time Internet Website Users:** On-line ordering is available after account registration and set-up. Faxed and phone-in ordering is also available. First time users need to first contact Snap-On and Hilti:

- For Snap-On Industrial, contact Larry Jefferson, see first page of this notification for details.
- For Hilti, Inc., contact the Hilti government specialists at 800-950-6119 or by e-mail at [government@hilti.com](mailto:government@hilti.com).

### **Snap-On**

Phone	877-740-1900
Fax	877-740-1880
Mail	Snap-On P.O. Box 9004 Crystal Lake, IL 60039
Internet	<a href="http://www1.snapon.com/Industrial/Government_Military/StateofMissouri.html">http://www1.snapon.com/Industrial/Government_Military/StateofMissouri.htm</a> <a href="#">l</a>

### **Hilti, Inc.**

Phone	800-950-6119
Fax	800-950-6610
Mail	Hilti, Inc. P.O. Box 21148 Tulsa, OK 74141-1148
E-mail	<a href="mailto:government@hilti.com">government@hilti.com</a>
Internet	<a href="http://www.us.hilti.com/naspo">www.us.hilti.com/naspo</a>

### **DISCOUNTS AND PRICING**

Category Discount	C112239001, Snap-On	C112239002, Hilti, Inc.
<b>Power Hand tools</b>	Pricing is available on the website: see above for address.	40% off Hilti list price
<b>Accessories (includes drill bits, core bits, reciprocating saw blades, etc.) for use by the power</b>	Pricing is available on the website: see above for address.	45% off Hilti list price

hand tools.		
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**Pricing:** Other contract pricing is available on-line at the identified contract websites.

To access contract pricing, first time users have to register to access the website with contract pricing:

- For Snap-On Industrial, go to:  
[http://www1.snapon.com/Industrial/Government\\_Military/StateofMissouri.html](http://www1.snapon.com/Industrial/Government_Military/StateofMissouri.html)
- For Hilti, Inc.:
  - Go to [www.us.hilti.com/NASPO](http://www.us.hilti.com/NASPO).
  - If the user knows their Hilti account number, call 800-950-6119 to get your Hilti on-line account set up.
  - Also, if the user does not know or does not have a Hilti account number, call 800-950-6119.

#### CATALOGS:

**Website catalogs:** All products available under the established contracts are accessible through customized Internet-based catalogs on the each of the contractor's specific websites. The pricing the state agency sees for items in the website catalog is the *already discounted price* if the agency has registered and logged-in at the specific website listed below.

- Snap-On: [http://www1.snapon.com/Industrial/Government\\_Military/StateofMissouri.html](http://www1.snapon.com/Industrial/Government_Military/StateofMissouri.html)
- Hilti – [www.us.hilti.com/NASPO](http://www.us.hilti.com/NASPO).

**Hard copy catalogs:** Hard copy catalogs are available upon request at no additional cost. Agencies should contact the applicable contractor to obtain a hard copy catalog.

#### FREIGHT/MINIMUM ORDERS AND OTHER FEES:

None: There are no minimum order, special order, shipping (except for requested Rush Delivery), hazardous materials, pallet, fuel or other surcharges.

<b>Snap-On</b>	No minimum order. No freight charges on all catalog and web orders. Special orders (i.e. large drop shipments) will be pre-quoted with a freight charge prior to acceptance of the order.
<b>Hilti, Inc.</b>	No minimum order. No freight charges on all catalog and web orders. Special orders (i.e. large drop shipments) will be pre-quoted with a freight charge prior to acceptance of the order. Expedited shipping will be charged extra.

#### DELIVERY:

<b>Snap-On</b>	All shipments are F.O.B. Destination, freight prepaid and allowed. Delivery for in-stock items is guaranteed in 3-5 business days after receipt of order.
<b>Hilti, Inc.</b>	All shipments are F.O.B. Destination, freight prepaid and allowed. Delivery for in-stock items is guaranteed in 2-3 business days after receipt of order.

**WARRANTY TERMS:**

<b>Snap-On</b>	For information on manufacturers' warranties, please contact Customer Care at 1-877-740-1900. Standard terms of warranty guaranteed by the Uniform Commercial Code are included in the NASPO agreement which is the basis of the Missouri contract.
<b>Hilti, Inc.</b>	Hilti warrants that for a period of 12 months from the date it sells a product it will, at its sole option and discretion, refund the purchase price, repair, or replace such product if it contains a defect in material or workmanship

**RETURNS:**

<b>Snap-On</b>	<p>Returns of Product. Products may be returned for any reason within 30 days of delivery. To return a product, call 1-877-762-7664 or email a return request to <a href="mailto:eorders@snapon.com">eorders@snapon.com</a> to request a Return Goods Authorization form ("RGA"). The RGA will provide detailed instructions on the return process.</p> <p>Terms for return: The product must be in new, unopened, sellable condition when returning for a refund. Opened software and gift cards are NON-returnable/refundable. Upon receipt and confirmation of the return by Snap-on, the state customer's P-card will be credited for the amount of the purchase price of the item, less shipping charges for the return, except in cases where Snap-On has shipped the wrong product, or in the case of a damaged or defective product. In the case of a damaged or defective product, the state agency customer may choose to have the product replaced with the identical product, or if the product shipped was not the product ordered by the state agency, the state agency may elect to have the correct product shipped. Only product purchased from the identified contract Snap-On website can be returned in this fashion. Snap-on requires that the customer return the product with prepaid insurance using UPS or Parcel Post. Snap-on will not accept returns sent C.O.D. If the product was damaged in transit, Snap-on requests that the customer hold the product and original packaging, and call the carrier for inspection and pick-up.</p>
<b>Hilti, Inc.</b>	Products must be in saleable condition to qualify for return. Saleable condition is defined as unused items in original undamaged packaging and unbroken quantities and in as-new condition. All returns are subject to Hilti inspection and acceptance, and a \$125 restocking charge if returned more than 90 days after invoice date. Proof of purchase is required for all returned materials.

**CUSTOMER SUPPORT/ORDER TRACKING/BILLING CONTACT:**

<b>Snap-On</b>	<p>For contract support contact Larry Jefferson @ 704-236-7254 or <a href="mailto:Lawrence.c.jefferson@snapon.com">Lawrence.c.jefferson@snapon.com</a></p> <p>For Orders/Tracking call 877-740-1900</p>
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<b>Hilti, Inc.</b>	<p>Hilti's Government customer service representatives are available from 6:30 am to 6:00 pm, Monday through Friday, in the central standard time zone. The state agency can contact the Hilti Government customer service representatives for quotes, orders, order tracking or for questions at:</p> <p>Phone – 800-950-6119  Fax – 800-950-6610  Email – government@hilti.com</p>
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#### TRAINING:

<b>Snap-On</b>	Snap-on offers as-needed training. Please contact Larry Jefferson for details.
<b>Hilti, Inc.</b>	<p>Hilti will assist the state agency in acquiring product information to make the best product choice for the state agency's particular needs. The local Hilti representative can demonstrate, on location, the different power hand tools and their applications. To schedule a visit by a local Hilti representative contact:</p> <p style="text-align: center;">Hilti Government Customer Service  Phone – 800-950-6119  Email – government@ hilti.com</p>

#### LOCAL BRANCH LOCATIONS:

<b>Hilti, Inc.</b>	<p><b>Kansas City</b>  <b>1510 S. Walnut St.</b>  <b>Kansas City, MO 64108</b></p> <p><b>St. Louis</b>  <b>1641 S. Vandeventer</b>  <b>St. Louis, MO 63110</b></p>
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**State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

**Contract No.:** \_\_\_\_\_ **Contractor:** \_\_\_\_\_

**Describe Product Purchased (include Item No's., if available):** \_\_\_\_\_

**Rating Scale:** 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

<b>Product Rating</b>	<b>Rate 1-5, 5 best</b>
Product meets your needs	
Product meets contract specifications	
Pricing	

<b>Contractor Rating</b>	<b>Rate 1-5, 5 best</b>
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

**Comments:** \_\_\_\_\_

**Prepared by:** \_\_\_\_\_ **Title:** \_\_\_\_\_ **Agency:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:**

Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, RM 630  
PO Box 809  
Jefferson City, Missouri 65102  
**You may also e-mail form to the buyer as an attachment at**  
[liz.palazzolo@oa.mo.gov](mailto:liz.palazzolo@oa.mo.gov)